

Pennsylvania Lumbermens Mutual Insurance Company

Position:	Policy Service Technician	Department: Service Center
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Salary Grade: 10

Status: NON -EXEMPT (hourly)

Reports To: Service Center Manager

Position Summary: The purpose of this position is to provide support to the Underwriting Department by rating and issuing accurate policies.

Essential Functions and Responsibilities:

1. Using multiple systems and resources, accurately rate and issue New Business submissions within company standards
2. Using multiple systems and resources, accurately rate and issue Renewal business within company standards
3. Request updated renewal information from agents/brokers
4. Accurately process endorsements within your authority following company standards
5. Accurately issue Surety Bonds as instructed
6. Responsible for processing premium audit results
7. Conditional & Non Renewals completed as per Underwriter instructions
8. Efficiently and accurately organize information within ImageRight
9. Provide "Certified" copies of policies when requested
10. Provide backup support to other Policy Service Technicians to ensure standards are met by the entire department
11. Work effectively with Customer Service Representatives
12. All other duties as assigned

Knowledge and Skills:

1. Must obtain Property & Casualty Agent's license within 6 months
2. Proficiency in Microsoft software required
3. Comfortable working in paperless environment
4. Strong oral and written communication
5. Ability to work in fast paced and priority changing environment
6. Ability to work through difficult situations with customers

Physical Requirements:

1. Ability to communicate effectively by telephone
2. Ability to sit for extended periods of time and to move intermittently throughout the workday